

## Table of Contents

|  | <u>Total # of Pages</u> |
|--|-------------------------|
| Revision History Log.....  | 3                       |
| Preface & Explanatory Notes.....   | 1                       |
| <b>A-Abbreviations/Acronyms/Definitions.....</b>                                       | <b>6</b>                |
| A-100 Abbreviations and Acronyms   |                         |
| A-200 Definitions  |                         |
| <b>B-Introduction.....</b>   | <b>1</b>                |
| B-100 Authority  |                         |
| B-200 Purpose  |                         |
| <b>C-Eligibility Requirements.....</b>   | <b>2</b>                |
| C-100 Overview   |                         |
| C-200 Financial Eligibility  |                         |
| C-300 Program Requirements   |                         |
| C-400 Level of Care Eligibility  |                         |
| <b>D-Support Coordination Assessment and Care Planning Certification Training.....</b> | <b>13</b>               |
| D-100 Overview   |                         |
| D-200 Assessment   |                         |
| D-300 Care Planning  |                         |
| D-350 Re-certification   |                         |
| D-400 Certification Standards  |                         |

D-500 Provisional Standards (For New Support Coordination Agencies Only)

D600 Re-certification Standards

**E-Single Point of Entry (SPOE) Process for Request for Services Registry (RFSR) for Waiver Services.....1**

E-100 Overview

**F-Linkages.....9**

F-100 Expedited Community Choices Waiver Linkages

F-200 Community Linkages

F-300 Eligibility Process

F-300.3 Non-Cooperation

F-300.5 No Adult Day Health Care (ADHC) Provider in the Area (ADHC Waiver Only)

F-400 Nursing Facility Transition Linkages

F-400.3 My Place Louisiana (MPL)/Money Follows the Person (MFP)

F-500 Patient Liability Income (PLI)

**G-Initial Visits.....4**

G-110 Initial Visits for Community Residents

G-120 Initial Visits for Nursing Facility Residents

**H-Assessments/Re-Assessments.....10**

H-100 Overview

H-110 Completion of the Assessments/Re-Assessments

H-120 Initial Assessments

H-130 Follow-Up Re-Assessments

H-140 Change in Status Re-Assessments

H-150 Annual Re-Assessments

**I-Client Assessment Protocols (CAPS).....1**

I-100 Overview

**J-Person Centered Planning (PCP).....3**

J-100 Overview

J-110 Routines

J-120 Relationships

**K-Plans of Care (POCs).....24**

K-100 Overview

K-110 Initial Plan of Care (POC) Development for Individuals Residing in the  
Community

K-120 Initial Plan of Care (POC) Development for Individuals Residing in the Nursing  
Facility

K-130 Provisional Plans of Care (POCs)

K-140 Comprehensive Plans of Care

K-150 Plan of care (POC) Revisions

K-150.3 Routine

K-150.5 Emergency

K-160 Annual Plans of Care (POCs)

K-170 Late Plans of Care (POCs)

**L-Service Hour Allocation of Resources (SHARe) Exceptions.....12**

L-100 Overview

L-110 Institutional Risk (IR) CAP and Disabled or No Caregiver

L-110.3 Procedures

L-120 Top of RUG Category and 14 or 15 Activities of Daily Living (ADL) Index Score

L-120.3 Procedures

L-130 Personal Assistance Services (PAS) Conversion

L-130.3 Procedures

L-140 Nursing Facility Transition

L-140.3 Procedures

## **M-Waiver Declinations.....2**

M-110 Initial Waiver Offers

M-120 Current Waiver Participants

## **N-Appeals.....9**

N-100 Overview

N-110 Involuntary Initial Denials

N-120 Involuntary Reductions

N-130 Involuntary Discharges

## **O-Service Review Panel (SRP) Referrals.....3**

O-100 Overview

O-110 Procedures

## **P-Transfers.....22**

P-110 Transfers Between Regions

P-110.3 Procedures

P-120 Transfers Between Support Coordination Agencies

P-120.3 Procedures

P-130 Long Term-Personal Care Services (LT-PCS) to Waiver

P-130.3 Procedures

P-140 Waiver to Long Term-Personal Care Services (LT-PCS)

P-140.3 Procedures

P-150 Adult Day Health Care (ADHC) Waiver to Community Choices Waiver  
Transition

P-150.3 Procedures

P-160 Adult Day Health Care (ADHC) Provider Closing

P-160.3 Procedures

## **Q-Adult Day Health Care (ADHC) Waiver.....10**

Q-110 Attendance Criteria

Q-110.3 Initial ADHC Waiver Participants

Q-110.5 Current ADHC Waiver Participants

Q-200 Covered Services for Adult Day Health Care (ADHC) Waiver

Q-200.2 Adult Day Health Care (ADHC)

Q-200.4 Support Coordination

Q-200.4.3 Contact Requirements

Q-200.6 Transition Intensive Support Coordination

Q-200.6.3 Contact Requirements

Q-200.8 Transition Service

## **R-Community Choices Waiver (CCW).....23**

R-100 Covered Services for Community Choices Waiver (CCW)

R-100.2 Adult Day Health Care (ADHC)

R-100.6 Environmental Accessibility Adaptation

R-100.8 Home Delivered Meals

R-100.12 Nursing Services

R-100.14 Personal Assistance Services (PAS)

R-100.14.2 A.M./P.M. Personal Assistance Services (PAS)

R-100.14.4 Self-Directed Personal Assistance Services (PAS)

R-100.14.6 Shared Personal Assistance Services (PAS)

R-100.18 Skilled Maintenance Therapy (Physical, Occupational, Respiratory and Speech/Language.

R-100.20 Support Coordination

R-100.20.2 Contact Requirements

R-100.22 Transition Intensive Support Coordination (TISC)

R-100.22.2 Contact Requirements

R-100.24 Transition Service

**S-Quality.....2**

S-110 Critical Incident Reporting (CIR)

S-200 Quality Review

**T-Reports.....5**

T-110 Aging Reports

T-110.3 Procedures

T-200 Expired Plans of Care (POCs)

T-200.3 Procedures

T-300 Evacuation Tracking Form for Waiver Participants

T-400 Service Utilization Report

**Z-Appendices.....6**

Z-110 Adult Day Health Care (ADHC) Waiver Provider Manual

Z-120 Back-Up Staffing Plan (OAAS-PF-10-015)

Z-130 Clinical Assessment Protocols Summary (CAPS) (OAAS-PF-10-005)

Z-131 Clinical Assessment Protocols Summary (CAPS) Instructions (OAAS-PF-12-005)

Z-140 Community Choices Waiver (CCW) Provider Manual

Z-145 Critical Incident Reporting (CIR) Policies and Procedures (OAAS-ADM-10-020)

Z-150 Change in Status Screening and Decision Making Tool (OAAS-PF-11-010)

Z-160 e148-W - Notification of Admission, Status Change, or Decertification/Discharge  
for Home and Community-Based Services Waiver Instructions (OAAS-ADM-13-  
016)

Z-165 Data Management Contractor Problem Sheet Procedures (OAAS-ADM-11-020)

Z-170 Declining Adult Day Health Care Waiver Offer (OAAS-RF-09-004)

Z-171 Declining Current Adult Day Health Care Waiver Services (OAAS-RF-09-006)

Z-172 Declining Community Choices Waiver Offer (OAAS-RF-09-005)

Z-173 Declining Current Community Choices Waiver Services (OAAS-RF-09-007)

Z-175 Directory – OAAS Waiver Regional Offices

Z-180 Emergency Plan (OAAS-PF-09-004)

Z-190 Environmental Accessibility Adaptation (EAA) Form (OAAS-PF-12-007)

Z-200 Evacuation Tracking Form (OAAS-PF-09-003)

Z-210 Expedited CCW Offers Process (OAAS-ADM-11-022) – FOR OAAS STAFF USE ONLY

Z-220 Expedited CCW Service Review Panel (SRP) Form (OAAS-IF-12-011) - FOR OAAS STAFF USE ONLY

Z-230 Flexible Schedule/Budget Worksheet (To accompany Plan of Care.) (OAAS-PF-10-008)

Z-240 Form 142 – Notice of Medical Certification

Z-241 Form 142 – Notice of Medical Certification Instructions (OAAS-ADM-13-017)

Z-250 Individual Responsibility Agreement (IRA) Form (OAAS-SC-11-012)

Z-260 Level of Care/Plan of Care Review Checklist (OAAS-PF-12-008)

Z-261 Level of Care/Plan of Care Review Process (OAAS-ADM-12-020)

Z-265 Level of Care Policy Manual (OAAS-MAN-13-005)

Z-270 MDS-HC Assessment and Care Planning Training Registration Form (OAAS-PF-12-004)

Z-280 Money Follows the Person (MFP)/My Place LA Form (OAAS-PF-10-011)

Z-285 National Voter Registration Act (NVRA) Procedures (OAAS-ADM-13-007)

Z-290 Nursing/Therapy Evaluation Form (OAAS-PF-13-003)

Z-293 Nursing/Therapy Evaluation Referral Form (OAAS-PF-13-004)



Z-294 Nursing/Therapy Evaluation Referral Form Instructions (OAAS-PF-13-008)

Z-296 Nursing/Therapy Payment Authorization Form (OAAS-PF-13-002)

Z-300 Personal Care Services Provider Manual

Z-310 Plan of Care (OAAS-PF-10-003)

Z-315 Plan of Care Extension (OAAS-IF-09-004) (FOR OAAS STAFF USE ONLY)

Z-320 Provider Locator Tool

Z-330 Responsible Representative Form (OAAS-RF-06-003)

Z-340 Rights and Responsibilities for Applicants/Participants for Home and Community-Based Waiver Services (OAAS-RF-10-005)

Z-350 Support Coordination Contact Documentation (SCD) (OAAS-PF-12-013)

Z-351 Support Coordination Contact Documentation (SCD) Instructions (OAAS-PF-12-012)

Z-360 Self-Direction Option Employer Handbook (OAAS-ADM-11-019)

Z-370 Service Review Panel Form (OAAS-IF-08-004) (FOR OAAS STAFF USE ONLY)

Z-380 Transition Services Form (OAAS-PF-07-010)